

Waterman Village
Town Hall Meeting
 Garden of Life Fellowship Hall
 Wednesday, January 28, 2026

Present: Andrew Dujon, President/CEO, David Larson, Vice President/CFO, and Alvin Smith, Director of Facilities Services.

After a prayer from Pastor Fred, Andrew Dujon began the Question-and-Answer period in the order in which the questions were received.

COP ANNOUCEMENT

- Before we get started with the questions that were submitted ahead of today's meeting, we have a couple of recognitions we'd like to make. First, we want to recognize Pat Smith as part of the COPS program. Pat was unable to be with us at our last meeting, so we wanted to be sure we acknowledged him today. We truly appreciate his service and dedication. We also want to recognize Les Morgenstein, who serves as the Chief of the COPS program. This is a wonderful volunteer program we have here on campus and these individuals do an outstanding job supporting our community and helping keep everyone safe.

Water Intrusion Event

- What is being done to prevent repeated water intrusion into our homes and further damage to our beautiful community?

Ans. All the storm water piping has been hydro jetted and vacuumed to remove excess debris. New curbing has been installed on Salem. Larger storm water inlets have been installed on Salem and Woodbury. New retaining walls will be installed at the back of Waterford. All changes were made under the recommendations of our civil engineers.

- Could you please report on the water intrusion expenses to date and whether any financial assistance was received from insurance or the State? Also, how this prolific expense might affect residents' monthly fees in the next budget cycle?

Ans. Approximately \$3mm incurred to date with approximately \$1.8mm more expected. No assistance from insurance or the State. We are navigating this process tightly to ensure minimal impact to the residents in our next budget cycle.

- Construction in front of 206 Stoneridge— how come it hasn't been fixed? It's been months.

Ans. We are having a difficult time finding someone to assist with the geo-web retaining wall system. Once we have that squared away we will complete the repair there and also at the corner of Cambridge and Stoneridge.

- In October, 542-550, Salem was hit by a landslide. They put in a new device and curbs: we cannot park in our driveways because it might collapse. I know for a fact that the area under my driveway has already been poured concrete, so I am wondering why I cannot park there.

Ans. We have submitted the permit to replace the retaining wall and once we have that, we can complete that project and get everyone back in the driveways.

- How much money has been spent on the rain event so far? What is the current estimate of total spending? Has any government funding been received? How is Waterman going to pay for this?

Ans. Approximately \$3mm incurred to date with approximately \$1.8mm more expected. No government funding. By leveraging our investment portfolio with a line of credit, by modifying our CAPEX budget for 2026 and by using cash generated from operating activities.

- When residents, either displaced or not, are having trouble coping with the day's events, who and where can they call for help? The confusion and depression being suffered by Waterman residents is a real problem and must be addressed.

Ans. Pastor Fred is available to speak with anyone who asks. We have access to mental health counselors. When we did a survey on this subject many people responded that the services were needed, however, the majority responded that they would not use them.

- Is there a process in place for when Serv Pro unpacks our POD? What do they do in case of damaging our belongings? Also, closet bifold doors were removed and not reinstalled. Who puts them up, maintenance?

Ans. Any issues associated with your move back into your unit can be addressed to Alvin Smith.

- There is a retention pond just past 707 Salem Avenue that is supposed to collect water runoff. It has failed 3 times in the past 2 years. We've had water intrusion twice in our living room, and the 3rd time (November 2025), there was flooding throughout the unit. There must be some way to alter the retention pond so it works correctly.

Ans. All the storm water piping within the community has been hydro jetted and vacuumed to remove debris and allow for better water flow.

Plant Ops

- Given the increasingly high costs of landscaping, what is management's view of researching the latest artificial turf products to test in a few select areas of Waterman?

Ans. Yes, we will entertain this. If you have suggestions, you can bring them to David Nwogu and he will look into it with TNT.

- What will be done to enable golf carts to enter the Springwater gate from Fiddler Lane?

Ans. The COPs volunteers are able to equip your golf cart with a sticker to access all the gates if you can prove your golf cart has been registered with the Mount Dora PD.

- Why can't Facility Services provide Residents with advance notice of when the technicians will arrive to service the work order? Background: Waterman Village uses the Direct Supply/TELS system (Building Management for Senior Living) to manage its work orders. Does it have the capacity to schedule appointments to stop the current practice of the technician often showing up at your door unannounced? Also, if it does have a translation feature, why don't we use it? I've had three times when I had to try to communicate what I wanted using my very weak Spanish.

Ans. The new Yardi system will provide scheduling communication and translation once we activate that portion. Facilities will attempt to call you before coming to provide services.

- They put in a sidewalk where the buses are parked. The sidewalk leads from Cambridge, and pedestrians can reach the Outpatient part of the buildings without going through a gate. The problem is with the sidewalk: it compromises our security. They are talking about making it large enough to fit a golf cart. This is not secure or safe for our campus.

Ans. A permit for a gate has been submitted to the City of Mount Dora for approval. Once approved we will get it installed.

- I know we can't satisfy everyone, but the Brew Bar floor is still pretty much the same roughness it was before all the work and money were invested to smooth it out. It is challenging for walkers to navigate, for chairs to slide on, and for people to walk on. Plus, the OLD color was so much better. The brown doesn't match anything.

Ans. I had not heard that this was still a problem. We will have a look again.

- Could you provide an update on the Lodge renovation, please? What impact did the "starts and stops" have on the original budget? Bottom line, is the renovation going to come in within the funds Sodexo provided to Waterman, as we were told, or will there be some cost to Waterman?

Ans. We have been told all permit approvals should be received by the end of January. Completion is still set for end of April. Waterman was always going to have to add to the project. Sodexo is still expected to cover the remaining cost.

- One suggestion — install a traffic light that operates by pushing a button rather than a permanent on/off switch...at the place on Donnelly Road where the Lakeside exit crosses almost directly into the Oak side.(where the road block is situated currently...) This will enable autos to cross Donnelly without fearing for our lives.

Ans. Installing a traffic light is not up to us, it is the Florida Department of Transportation's responsibility.

- I am writing to plead against speed bumps on LMC. There is an effort to declutter the Lake Margaret Circle area. The feeling is that Speed Bumps would not enhance that effort! What about a couple more signs placed midway down the roadway as a reminder? Perhaps, after we have impressed the fast drivers, the signs can be removed, and we will no longer need any permanent road bumps. Speed bumps would also be a detriment to the few bikers we have on this roadway.

Ans. Unfortunately, we have tried signs, made pleas and tried letting people govern themselves accordingly. Speed bumps/tables are the best option to slow people down.

- Can Andrew tell residents why water drainage pipes are being installed along Fiddler and Grandview? How will Waterman benefit from this work?

Ans. These are reclaimed water pipes so hopefully it is an opportunity for us to provide irrigation to Lakeside in the future.

- I (and many others) want to know if there is anywhere on campus that we can recycle our aniline batteries? There used to be a box at Lakeside Grand that disappeared one day. There are a lot of residents here discarding batteries, and what a shame for our environment if we can't recycle them somewhere.

Ans. Perhaps we can create a volunteer program for the disposal of batteries. Whoever inquired about this please contact Emma Stockman to set up a time to discuss.

Marketing

- I understand an apartment at the Grand is being converted into a model. This seems unnecessary. In the past, residents have willingly opened their homes for Sales and Marketing to show prospective buyers. With the millions of dollars in water intrusion-related costs Waterman has recently incurred, the income from this apartment would undoubtedly help.

Ans. This was a temporary situation, done to try and help sell the unit. It was successful. We always leave open the option to sell a model unit if someone wants it.

Healthcare

- Since Lakeside was added to Waterman, are there any plans to increase the Number of Assisted Living Facilities to accommodate the increased number of residents? So many of us are the same age and will need additional care while staying at Waterman.

Ans. We have an additional 24 Assisted Living units approved in our PUD. If the market demand reflects a need, we will explore how to fill it.

Financial/ General

- We are hearing reports from former residents who moved out 7 months ago and had their unit re-rented; they still have not received a refund of their deposit. If true, this is very troubling... Please discuss, including a review of the return of deposit policy.

Ans. In some cases, refunds have extended past six months. Each refund is made based on the stipulations within the lease agreement, not a policy. Typically, those stipulations are tied to reselling and occupying the unit or a like unit.

- Please announce that all Directives and Regulations sent to residences include the current date, so they are not confused with the old ones. This is very helpful.

Ans. I will reinforce with the team that all documents created or modified should have a date of reference.

Culinary

- It seems Andrew committed to putting more money into the Culinary a month or three ago. Based on micro-sized appetizers at the NYE party, the absence of shrimp (a REAL favorite in the past) at NYE, smaller shrimp cocktail servings at Savor, and smaller filet mignons being served at Savor, perhaps the additional dollars have yet to materialize? If anything, the overall quality and quantity of food items seem to fall short of satisfactory, rather than excellent, all too often. Some meals have been fantastic, but only the scallops come to mind as a recent example. Perhaps the weight of the filet mignon could be listed on the menu?

Ans. The survey regarding the New Year's Eve party reflected the following:

- 91.4% liked the atmosphere
- 78.3% liked the variety and quality of the food
- 94.4% liked the entertainment
- 80.2% said it was easy to navigate the event
- 88.7% said they would attend an event in a tent again in the future.

- There were also several verbal comments shared with the team that they would rather have a full meal over the tapas style menu that was offered. We will begin listing protein sizes on our menu when outside the standard 3-4 ounce portion size.
 - The recent resident survey, conducted several months ago, gave culinary a grade of 49%. Andrew responded, “That needs to be addressed.” From my perspective, nothing has changed. Ask your audience how many approve of the current menu offerings at both Savor and Lodge.
- Ans.** New menus are being developed to be implemented with the re-opening of the Lodge. The new Savor menu is being presented to the Culinary Committee at its next meeting.

Additional Things to Add

- CAPEX Projects for 2026
 - We will be resurfacing the patio areas at Lakehouse East, Lakehouse West, the Grand and the Lodge.
 - We will convert the Lawn Bowling area into a Lawn Bowling and Pickle ball area.
 - We will be installing a new Access Control system to coordinate all the gates and public building doors under one system
 - New buses are already done and in service
- The Foundation has exceeded their initial goal of \$500k. The Fundraising Committee of Fred Boone, Alayne Lacy, Susan Kerr, Bob Kime, Harmon Massey, Mike McGuire, Larry Senn and Arv Byle have been instrumental in making this happen.

Additional Questions

- Will the new card system include the pedestrian gates for entering and exiting the community, since some of them are currently on a separate system?

Ans. Yes. That is the entire premise of the new system. The goal is to eliminate having multiple, separate systems and instead move to one unified access system across the community.

- I think many people are more concerned about the quality of the food and the consistency of its preparation coming out of the kitchen. On many nights, the food is not served very warm—especially on the express line—and there is often a lack of consistency from one night to the next. Additionally, there are frequent complaints about baked potatoes being served so cold that the butter will not melt. These are issues we need to look at very seriously, particularly regarding food quality, preparation, and consistency.

Ans. It sounds like the issue is not necessarily the quality of the product itself. The quality is very good. The issue is consistency and preparation. If the food is not prepared properly, it is not going to come out well, regardless of the quality of the product. We need to make sure that the food is prepared correctly and consistently every time. If we say, “*This is our product,*” then it should be prepared and presented the same way each time it is served. Temperature is part of that consistency—food should be served hot when it is intended to be hot.

- How long does it typically take to receive permitting approval from the City of Mount Dora?

Ans. The permitting timeline is fluctuating significantly right now. The City of Mount Dora is dealing with a number of challenges, much like we are with the cleanup and repairs at Waterman. In addition, the city is managing issues outside our campus, which is contributing to longer-than-usual permitting periods. This is also impacting the Spectrum contract for new cable and internet services. Spectrum is

facing permitting challenges related to running fiber from the Stoney brook West subdivision down to U.S. 441 and into our area. While a portion of the permits has been approved, the process remains challenging. The positive takeaway is that communication has been ongoing. We need to continue following up and advocating for progress—we have to remain the “squeaky wheel.”

- You indicated that there has been no assistance from the city or the state regarding the repairs needed since the flood—is that correct?

Ans. Yes, that is correct. To date, there has been no assistance provided by either the city or the state for the repairs related to the flooding.

- What about FEMA funding? Have you applied for FEMA assistance to help offset some of the repair costs?

Ans. We have not applied for FEMA assistance. At this time, we are not certain that we would be eligible, as there was no federal disaster declaration.

- Did a failure of a city-owned reservoir or retention pond contribute to the flooding at Lakeside?

Ans. In the Lakeside area, our retention pond overtopped around the same time as the retention pond behind the city’s new water treatment or public works facility near the roundabout. That retention pond also failed. Given the conditions that night, it is not possible to determine which pond failed first. As a result, we are not placing blame on the city, nor are they placing blame on us. Each party is focused on addressing its own responsibilities and doing what is necessary to return their respective areas to normal operations.

- The retention pond at the end of Elmwood still needs to be cleared out. It is full of debris, and this issue has been raised repeatedly. When will this be addressed?

Ans. Alvin is present and aware of the issue. We will have someone look at the retention pond at the end of Elmwood tomorrow to assess and address the situation.

- Exercise classes in the Grand have become extremely popular, and there are often waiting lists to get in. Is there any way to expand the number of classes offered?

Ans. Tracy and Kelly are doing everything they can to keep residents engaged, and they are doing a fantastic job. They are aware of the high interest and will continue to monitor participation. Before adding additional classes, we want to see sustained, consistent demand to ensure participation does not drop off over time. This was discussed earlier, including whether the increased interest is related to seasonal enthusiasm at the start of the year. Given the continued focus on improving wellness across the community, this will be reviewed as participation trends become clearer.

- Given that the recent storm was described as a “1,000-year storm” and hurricanes remain a concern, has there been any discussion about obtaining flood insurance?

Ans. We can certainly discuss this with our insurance agent. We recently completed our property insurance renewal, and after analyzing the situation, it was determined that it was in our best interest not to pursue a flood claim related to this event. Doing so could have resulted in a denied claim and potentially jeopardized our coverage. Securing property insurance for a community of this size—especially in Florida—is already challenging due to storm and flood risks. At this time, we are in a stable position with our existing insurance coverage. That said, flood insurance remains something we can review and consider in the future.

- The pool heater at the Oaks pool has not been functioning consistently. What is being done to address this?

Ans. The issue has been identified, and the specific part needed to correct the problem has been ordered. Once the part is received and installed, we expect the pool heater to operate consistently and maintain a stable water temperature going forward.

- The fence surrounding the generator at Lake House West has had sections missing since the hurricane. Was this due to a financial issue or lack of repair?

Ans. No. The fence was intentionally removed. When the generator operates, it produces an unusually high level of heat in that area, which caused the fencing to melt and become damaged. Landscaping was also attempted, but the heat killed the plants as well. Based on professional guidance, the best current option is to leave the area open for now. The same heat-related issue has been affecting the screening material, causing it to bulge and deform.

- There is a door between the Beauty Bar and the gym on the water side that only allows exit, not entry from the outside. It worked briefly about a week ago. Why can't this door be fixed so it allows access again?

Ans. The main reason is the ongoing failure of the existing access control system in that area. We have been unable to achieve consistent operation despite repeated repairs. There are multiple issues with the current system, and continued fixes have not resolved the problem. This is one of the key reasons we are moving forward with a complete replacement of the access control system for those areas.

- Can you provide an update on the Spectrum contract and the status of bringing fiber internet to this area?

Ans. The Spectrum contract was signed at the end of October or beginning of November. Following that, Spectrum began internal planning for the project and then submitted the necessary applications to obtain permitting approval to install fiber. This area has historically been served exclusively by Comcast, so Spectrum is running their own fiber from the Stony Brook subdivision in Orange County, crossing the county line, and extending approximately 3.5–4 miles to reach this community. Currently, the primary delay is obtaining permitting approval. There are also some internal organizational challenges on Spectrum's side, which is expected given the size of the company and the complexity of the project.

- Regarding the Donnelly project, we were previously told a bridge might be installed. With all the roadwork activity observed recently, is a bridge still planned, or will the project simply repave the existing roadway?

Ans. As far as I know, a bridge will not be built at that location. Cost analysis comparing a bridge versus repair and repaving showed a difference of roughly \$15–20 million. The bridge option would have required funding from Mount Dora taxpayers, so it has been removed from consideration. The current plan is to repave the roadway. The project was expected to go out to bid after the start of the year to select a contractor for the repairs. Some of the work being done now involves infrastructure improvements coordinated with the Florida Department of Transportation.

- When State Road 46 was connected to 441 and the interstate, I recall a plan to expand the route from 46 to Donnelly into a dual highway on each side. Has that project moved forward?

Ans. That project has likely been shelved. It appears that expanding the roadway in that manner exceeded the available budget. There has been discussion about revamping the Donnelly Street and 441 intersection, but funding constraints have caused the project to be repeatedly delayed each year.

- There have been ongoing issues with employees ignoring stop signs, speeding, and parking in ways that make streets difficult to navigate safely. How is this being addressed?

Ans. Employees should absolutely be setting a positive example. We encourage anyone who witnesses unsafe driving or parking to report it, including identifying the individuals if possible, so we can address it directly. Enforcement is challenging if the behavior is not reported. As an additional measure, speed bumps or speed tables are being considered to improve safety in the area.

- Andrew, can you explain the purpose of the tubing that goes around the community?

Ans. That tubing is reclaimed water piping. Once fully operational, it will allow us to expand irrigation opportunities, particularly at Lakeside.

- I'd also like to thank the team responsible for tree trimming and cleaning up the fence in front of the EOC building. The improvements are noticeable, and the area looks much better.

Ans. Absolutely. Our tree maintenance team works year-round, not only to address storm damage—such as from the recent 1,000-year event—but also to maintain the community proactively. The team's expertise allows them to be assigned additional tasks that continue to benefit the community.

- There was an impression that a crossover or flyover might be built to allow traffic to go from one side of 441 to the other without being on 441. Is that project in the works?

Ans. Currently, I do not know of a confirmed plan for such a crossover or flyover. If a project like that were to be considered, it would likely take years to complete and require significant funding.

- You mentioned exploring a combination of pickle ball and lawn bowling in the same area. How will that work, and will the lawn bowlers have a chance to review the plans?

Ans. Yes, lawn bowlers have been consulted regarding the typical number of lanes used during play. Based on those discussions, the plan is to reserve a couple of lanes for lawn bowling while using the remaining space to add pickle ball courts. This approach allows both activities to coexist without interfering with each other.

- Are there plans to remove one of the lower bowling lanes to widen the area and create additional parking along that street?

Ans. Yes. This project includes adding parking along Brookfield Avenue, from Waterman Avenue up toward Edgewater, to increase available spaces while accommodating community needs.

- The gentleman doing landscaping work does good work around the lake, but there is still submerged weed growth that impacts fishing. Is there a plan to address this?

Ans. There are several complications with working in and around the lake, and any actions must comply with regulations and environmental guidelines. Currently, we follow a maintenance plan for the lake area: from January through the end of May, one side of the lake is left untouched to support wildlife nesting and habitat, while the other side is maintained to allow access for fishing and other activities. We will continue to assess the submerged vegetation and explore what opportunities exist to manage it while balancing environmental considerations.

Announcement: We are proud to share that all residents who had been temporarily housed in hotels over the past several months have now been relocated to alternate accommodations on campus, allowing them to participate more fully in community life. Some residents are still staying with family or in short-term rentals such as Airbnb's, but we are actively working to get everyone back into their permanent homes as quickly as possible.

Respectfully submitted,
Ashley Morris, Admin Assistant/ Recorder